

*Office of the Independent Ombudsman
of the Texas Youth Commission*



Fourth Quarter Report FY 12

June 1, 2012 to August 31, 2012

Introduction:

This report is the fourth Quarterly Report of FY 2012 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the fourth quarter of FY 12 spanning June 2012 through August 2012.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all contract care programs as well as tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities. Currently, TJJD operates 6 secure facilities, 9 halfway houses, and 7 parole offices. Additionally, TJJD contracts with several additional facilities to provide services to TJJD youth. While the IO seeks to address systemic problems with TJJD service delivery, the office has resolved numerous individual complaints, as well.

The office successfully visited and inspected secure TJJD facilities, as well as halfway houses, contract care facilities and parole offices to monitor for compliance with best practices for the safety and security of the youth. In addition all ANE incident reports, from county facilities, have been reviewed and tracked for trends.

In our continued effort to educate youth and their families about the office's services, we mail IO brochures to the families of each new youth committed to TJJD. Additionally, we attended monthly Family Days and other activities held at the facilities. All county facilities have been visited and toured by the Chief Ombudsman.

This has been a tumultuous year as the Texas Youth Commission merged with the Texas Juvenile Probation Commission, creating the Texas Juvenile Justice Department. The agency has dealt with budget restrictions, merging of administrative staff and the hiring of an Executive Director who then resigned and was replaced by an interim Director. TJJD experienced upheaval as youth violence escalated and group disruptions interfered with daily treatment programs. The IO made reports of extortion, bullying and chaos at state secure facilities. Advocacy groups voiced concern for the safety and wellbeing of the youth and requested the IO do a study into the steady increase of youth on youth assaults and youth on staff assaults. The IO has posed questions about the effectiveness of the behavior management program CoNextions as well as whether officers are sufficiently trained to deal with the rising issues. TJJD has come under close scrutiny by government officials, advocacy groups, and the IO.

Amid all the turmoil there is change taking place. TJJD has introduced the Phoenix Program to address the more violent youth. The program is designed to separate the youth into a self-contained unit that will address their behavior. The IO will continue to monitor the effectiveness of this program. Safety and security deficiencies are being addressed through the addition of more cameras, more staff training and an increase in internal audits. There has been an increase in accountability both for the youth and staff. The Ombudsman's Office has commissioned a study to identify the etiology of the

rise in assaults and will soon begin a study of the officer training and the CoNextions program.

The next year will be a critical time in TJJD's existence. A new Executive Director has been named and the IO looks forward to working with him to ensure the safety and security of TJJD and its youth.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY 2011	4th Quarter FY12	FY12 Total
Site Visits	168	64	247
Number of Youth Interviewed	1289	461	1430
Number of Youth Interviews Conducted	1980	548	2382
Closed Cases*	641	19	216

*The number of closed cases is down substantially from FY 2011 due to the reclassification of complaints. If an item can be classified as an inquiry for information or is referred to another division, it is no longer logged as a complaint. Refer to the Chart on Inquiries and Referrals.

Facilities visited by IO staff during the fourth quarter

Secure Facilities

Corsicana Residential Treatment Center (*Corsicana TX*)
Evins Regional Juvenile Center (*Edinburg TX*)
GainesvilleStateSchool (*GainesvilleTX*)
GiddingsStateSchool (*GiddingsTX*)
McLennanCountyState Juvenile Correctional Facility (*MartTX*)
RonJacksonState Juvenile Correctional Complex (*BrownwoodTX*)

TYC Halfway Houses

Ayres House-*San AntonioTX*
Beto House-*McAllen TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*HarlingenTX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Turman House-*Austin TX*
Willoughby House-*Fort Worth TX*
York House-*Corpus Christi TX*

TYC District Offices

Austin District Office
Dallas District Office
El Paso District Office
Fort Worth District Office
Houston District Office
San Antonio District Office

Parole Areas (Parole officers not working out of a district office)

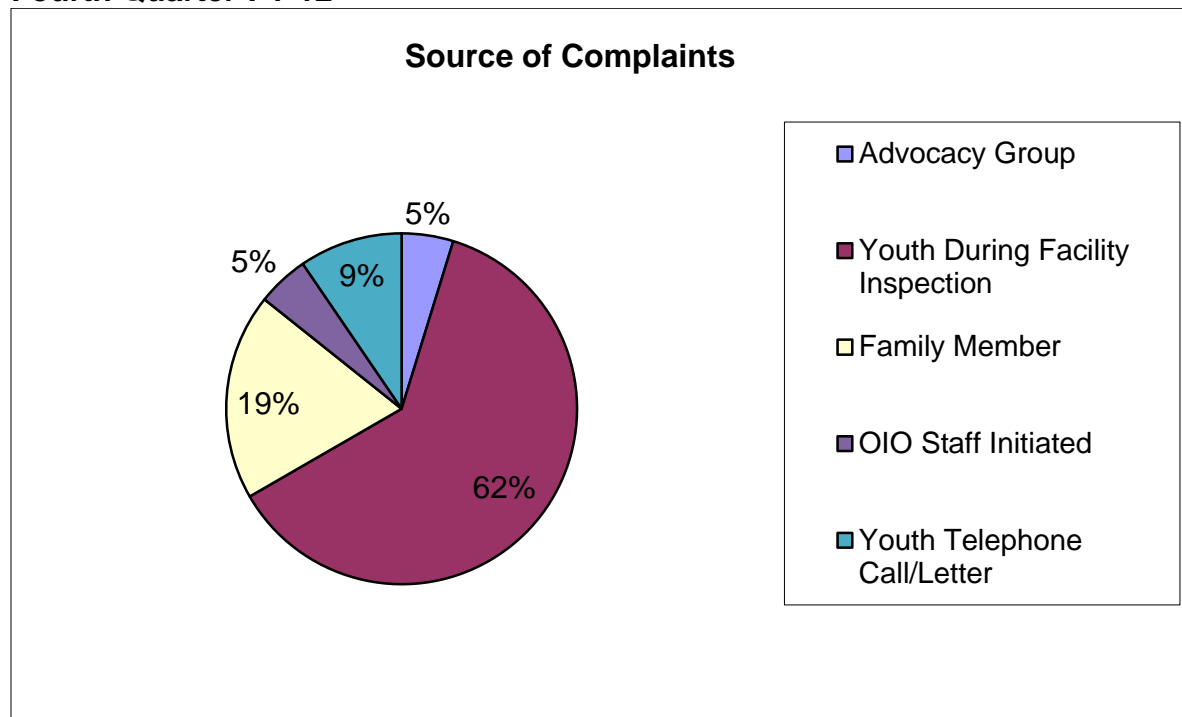
Amarillo Area Parole
Harlingen Area Parole
Lubbock Area Parole
Midland Area Parole
Tyler Area Parole

Contract Care Facilities

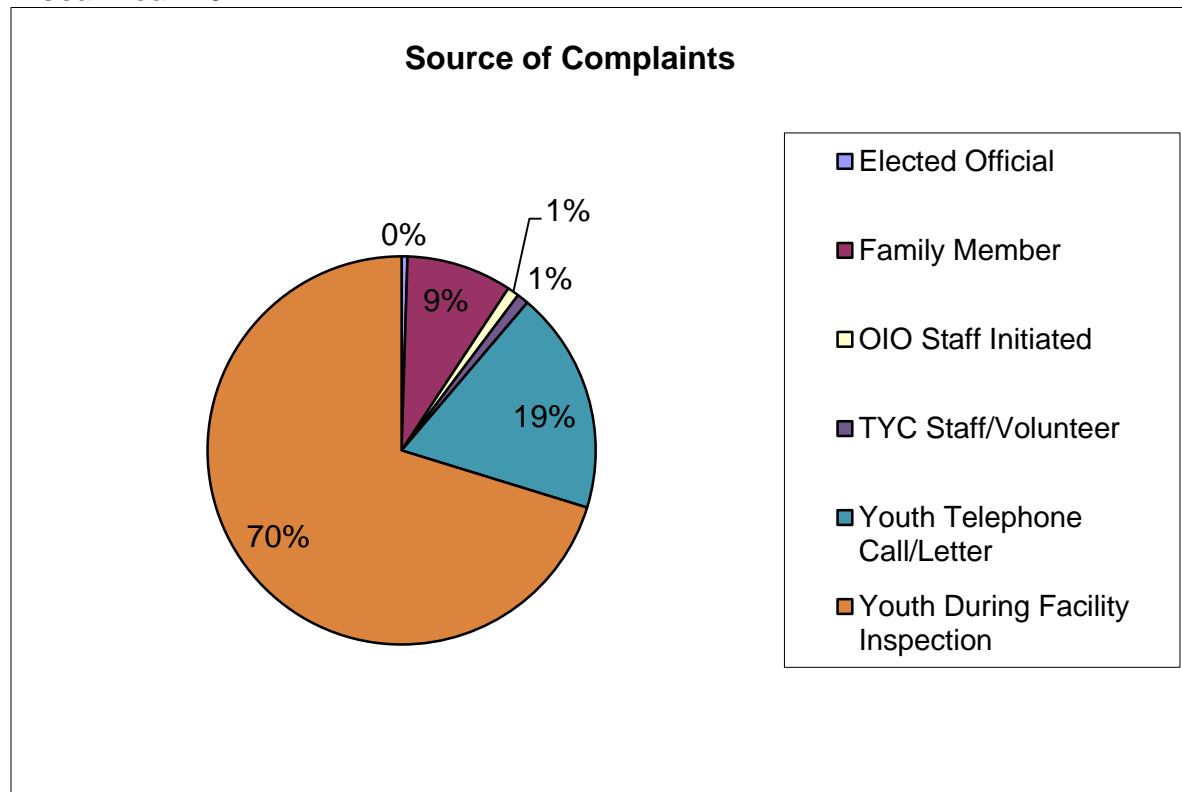
Abraxas Youth and Family Services-*San Antonio TX*
Associated Marine Institutes, Inc. (RGMI)-*Los Fresnos TX*
Byrds Therapeutic Group Home-*Houston TX*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare LLC, East Intermediate-*Houston TX*
New Day Achievement Center-*Huntsville TX*
Specialized Alternatives for Youth (SAFY)-*Arlington TX*
Therapeutic Family Life-*Austin TX*
Unity Children's Home-*Houston TX (three locations)*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 21 complaints during the fourth quarter and 206 during fiscal year 2012. The majority of these cases were received directly from the youth during facility inspections.

Fourth Quarter-FY 12



Fiscal Year 2012



Complaints Received by Facility-Fourth Quarter FY 12*

Facility	Total for Facility	Education	MLOS/Release Date	Medical	Other	Safety Rule or Policy	Staff Concerns	Conduct
Ayres House	2					1	1	
Corsicana Residential Treatment Center	2		1				1	
Evins Regional Juvenile Center	2		1					1
Gainesville State School	5					4		1
Garza County Regional Juvenile Center	1				1			
Giddigs State School	2		1					1
McLennan County SJCF	3		1					2
Tamayo House	1	1						
Turman House	2				2			
Unity Children's Home-River Valley Dr	1		1					

* Facilities without complaints are not listed

Complaints Received by Facility-Fiscal Year 2012*

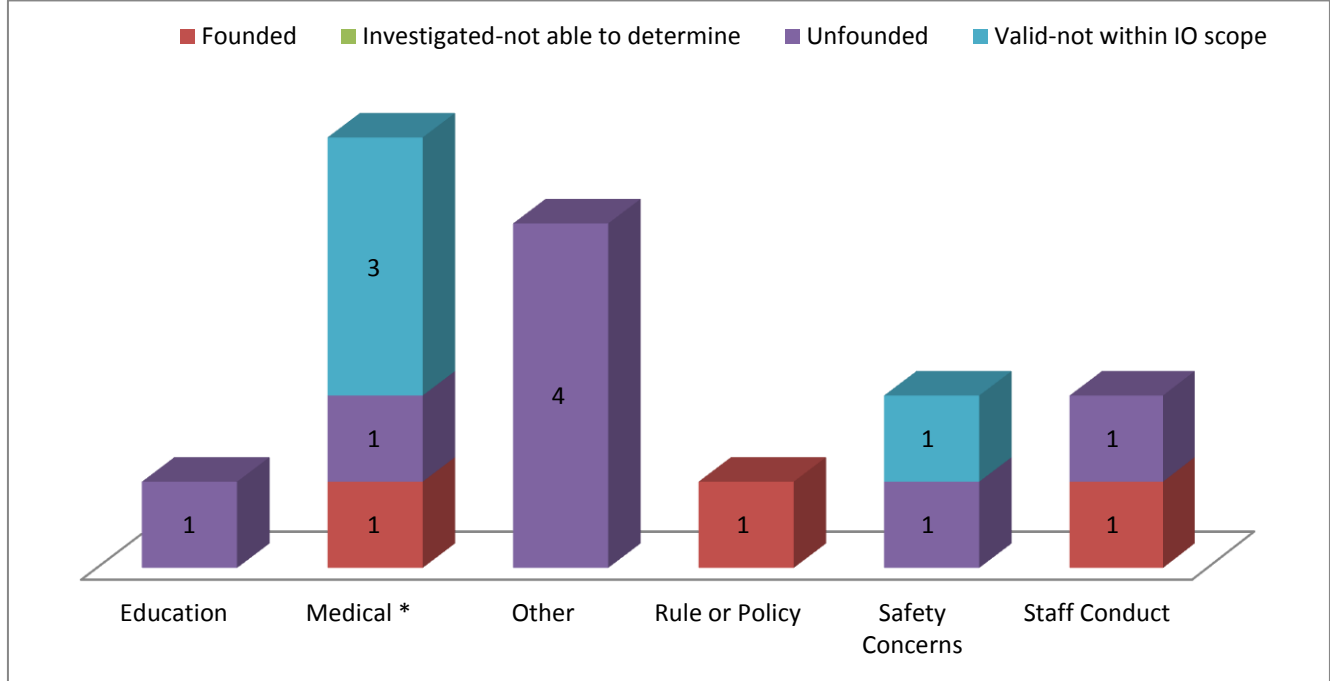
Facility	Total for Facility	Conexions	Facility Conditions	Education	MLOS/Release Date	Medical	Other	Rule or Policy	Parole	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Ayres House	6				1	2		1		1			1
Beto House	2	1			1								
Corsicana Residential Treatment Center	19	2			1	5	2			1	1		5
Cottrell House	5				3	1							1
Evins Regional Juvenile Center	10				5	2	1			1	1		
Gainesville State School	36		1		15	2	1	4			3		9
Garza County Regional Juvenile Center	3		1				1						1
Giddings State School	18	1				4	1		1	2	6	1	2
Gulf Coast Trades Center	1					1							
McFadden Ranch	9	5	2		1		1						
McLennan County SJCF	26	2			2	7	5			1			8
Ron Jackson State JCC	52	2	1		22	5	1	3		1	4		13
San Antonio District Office	1		1										
Tamayo House	1		1										
Turman House	4						2			1			1
Unity Children's Home-Blue Mountain Rd	5				2		2	1					
Unity Children's Home-River Valley Dr	2					1		1					
Willoughby House	4	2			1	1							
York House	2						1			1			

*Facilities without complaints are not listed

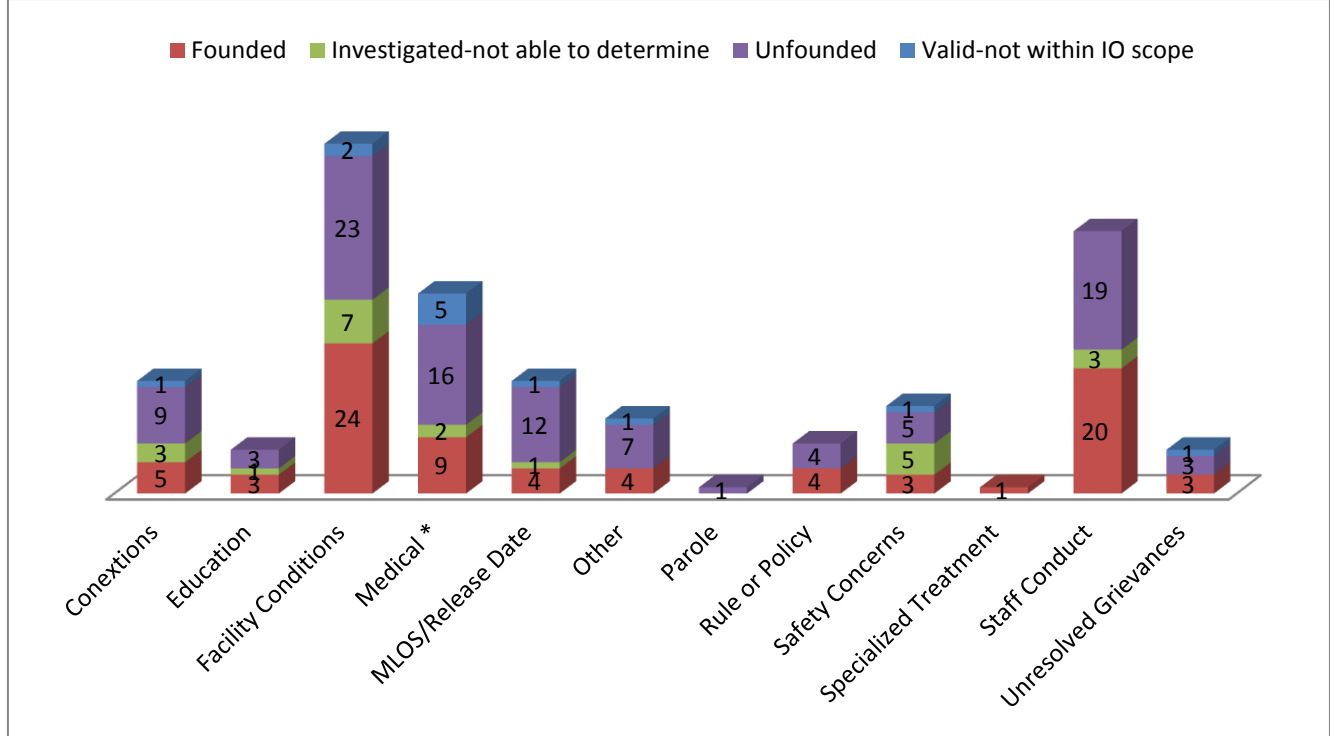
The IO closed 19 cases in the fourth quarter and 216 during fiscal year 2012. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases

Fourth Quarter FY 12



Fiscal Year 2012

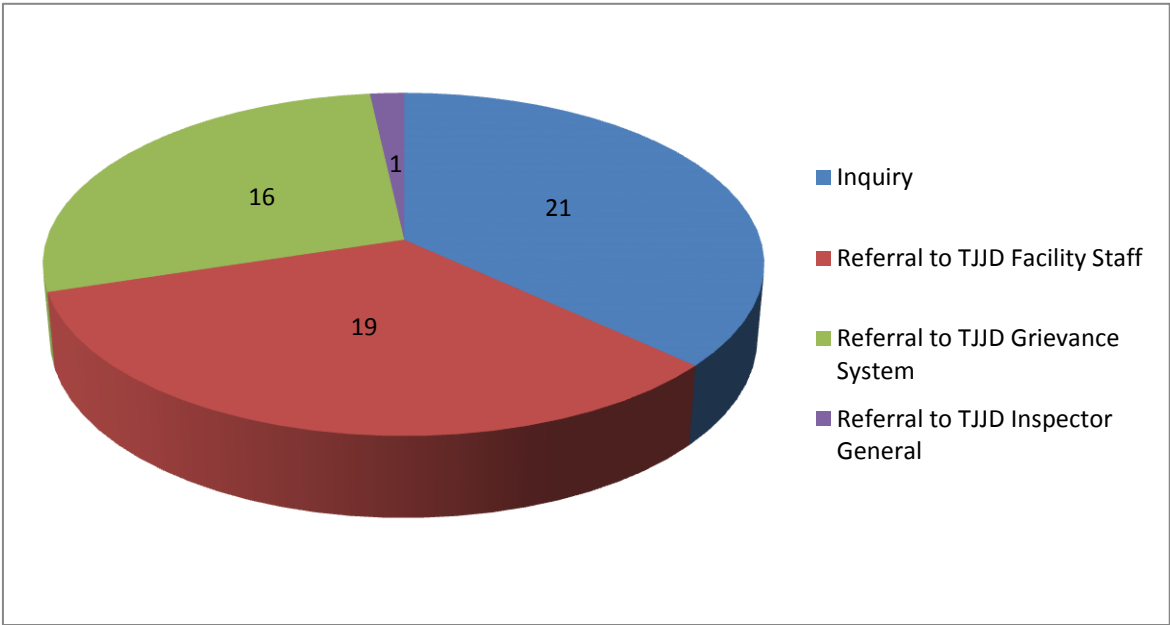


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

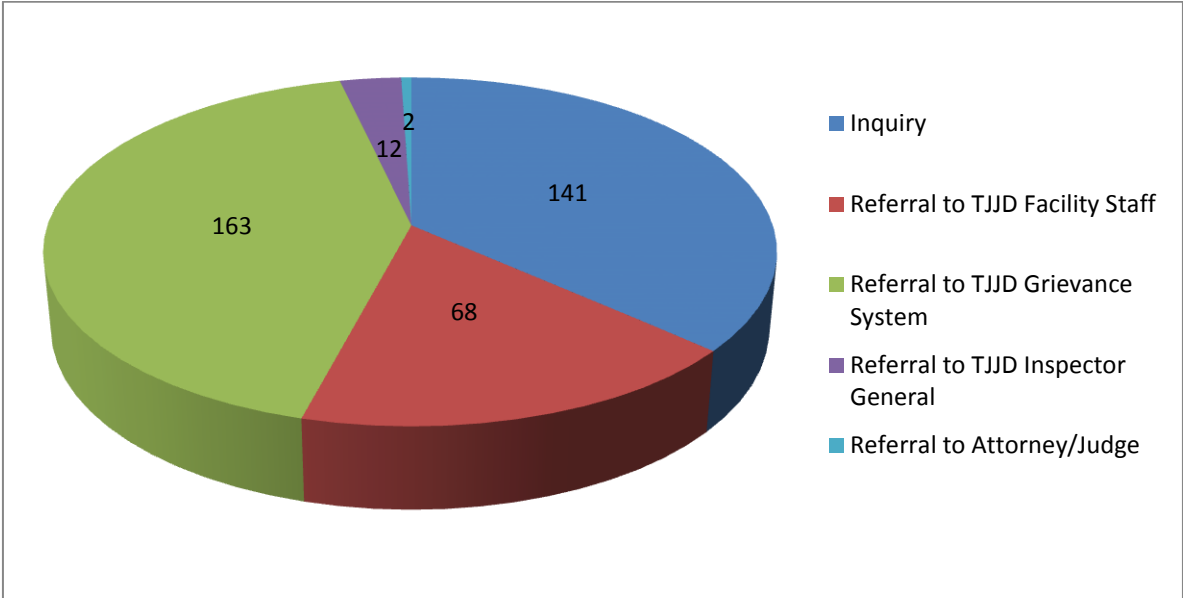
In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 57 inquiries and referrals during the fourth quarter and 386 during fiscal year 2012.

Inquiries and Referrals

Fourth Quarter FY12



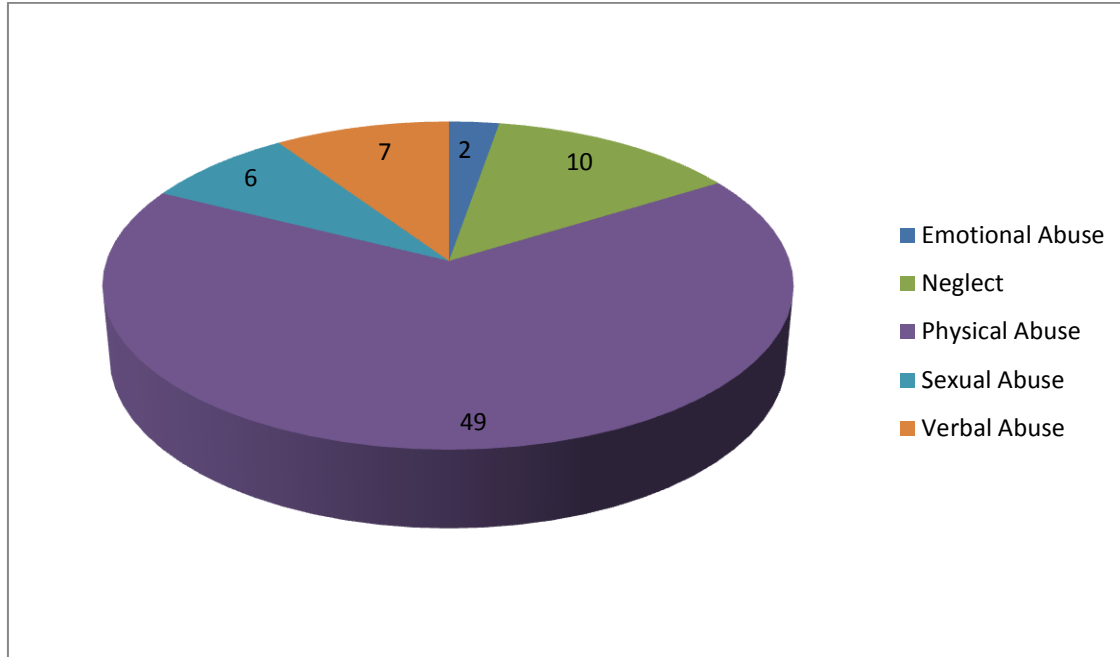
Fiscal Year 2012



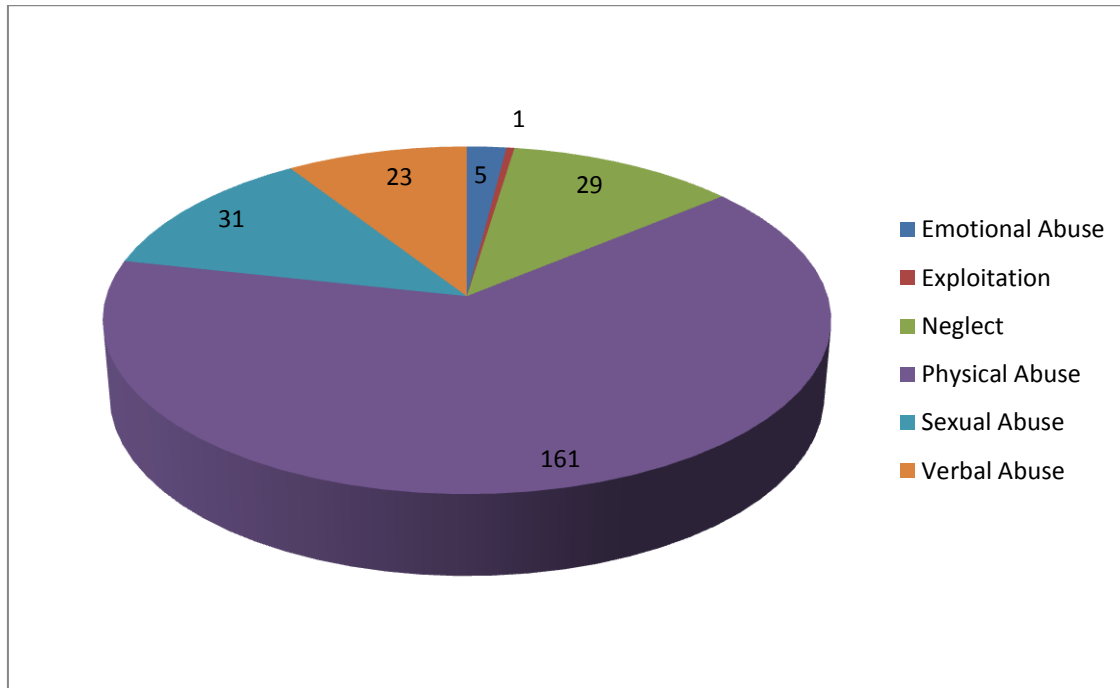
The IO reviewed 74 ANE reports in the fourth quarter and 250 during fiscal year 2012.

Reports of Abuse, Neglect and Exploitation from County Operated Facilities*

Fourth Quarter FY 12



Fiscal Year 12



*These reports are reviewed by the IO, but there is no investigation or determination of findings made by the office. The IO tracks these incidents for indications of systemic issues and trends.